



SENECA COUNTY

Emergency Services



Seneca County Emergency Medical Services Standard Administrative Guideline

Subject: Out of Service

Reference Number: 41

Effective Date: May 4th, 2009

Revision Date: May 2021

Review Date: *Annually/5-2021*

Purpose:

To outline the process of reporting out of service to the Seneca County EMS office

Background:

Scheduled out of service time is an unavoidable occurrence with volunteer EMS. Seneca County EMS is committed to always providing an ambulance to all our citizens. It is imperative that our dispatchers know if a squad is out of service **PRIOR** to dispatching them. This is necessary to ensure the prompt arrival of emergency care without wasted time.

Policy & Procedure:

- 1. ALL SQUAD COORDINATORS SHOULD BE AWARE OF THE AVAILABILITY OF PERSONNEL TO STAFF THEIR RESPECTIVE SQUAD.**
- 2. IF THE SQUAD COORDINATOR KNOWS THAT THEIR SQUAD WILL BE OUT OF SERVICE, THEY ARE TO NOTIFY THE EMS OFFICE AS SOON AS POSSIBLE.**
- 3. IF THE OUT OF SERVICE TIME IS AFTER HOURS THE SQUAD COORDINATOR IS TO NOTIFY SENECA COUNTY DISPATCH AND EMS1/EMS2/ECHO AS SOON AS POSSIBLE.**

Missed Runs

If a squad misses a run the squad will be immediately taken out of service until the local squad coordinator (or representative) contacts EMS1/EMS2/Echo Paramedic, Supervisor
Once that happens a decision will be made as to whether the squad is able to return to service.

Scheduling will be an ongoing process and maintained within the IamResponding (IaR) Application by all personnel and EMS Coordinators.

Ken Majors RN, NRP, Emergency Services Director
Dani Gebauer, EMT-P Emergency Services Administrator
126 Hopewell Ave. Tiffin, Ohio 44883
Office: 419-447-0266 ■ Fax: 419-448-5064



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Schedules:

Schedules need to be complete in IaR every Monday and Friday afternoons unless it is holiday week then, the Emergency Services Administrator will advise when that date will be. The schedule needs to be complete no later than 1500 on Monday and Friday. Monday's schedule will include Tuesday – Friday and include any out of service time scheduled. Friday's schedule will include Saturday-Monday and include any out of service time scheduled. All Scheduled personnel shall be listed on IamResponding. Out of service time is defined as any time there are NOT 2 EMTs available to respond on an EMS run within 5 minutes. IamResponding (IaR) is the software application where all schedules will be entered by the individual EMS personnel and each EMS coordinator will oversee the scheduling to ensure adequate coverage.

Definition:

Missed Run – no response to dispatcher within allotted time, requiring dispatch to send another squad or agency.

Late Run – responding after allotted time (6 minutes in most cases).

In-Service/Member Schedules:

The EMS office requires an In-Service/Member schedule from the Local Squad coordinator. This is defined as an hour-by-hour schedule of 2 EMTs Named on the schedule to cover all of the scheduled in-service time. This will be placed in IaR by the individual or the EMS Coordinator. This method of scheduling places the responsibility of scheduling hours on each individual EMT, requires teamwork, and promotes ownership of that responsibility. EMRs can schedule but any time an ambulance responds to a call, the ambulance MUST have 2 Seneca County EMS EMTs (of any level) on board.

Schedule Distribution:

All service schedules are emailed or faxed to the Seneca County Sheriff's Office and published on the IamResponding app for ease of reference. This schedule will be published No Later than 1500 hours on Monday & Friday afternoons.

The Seneca County Dispatcher does not have the authorization to change an Out of Service squad on IaR. If the squad is listed as Out of Service on IaR, that squad will not be dispatched.

If your squad is listed Out of Service and you have adequate personnel to respond, see policy #23 Response Policy for guidance.

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